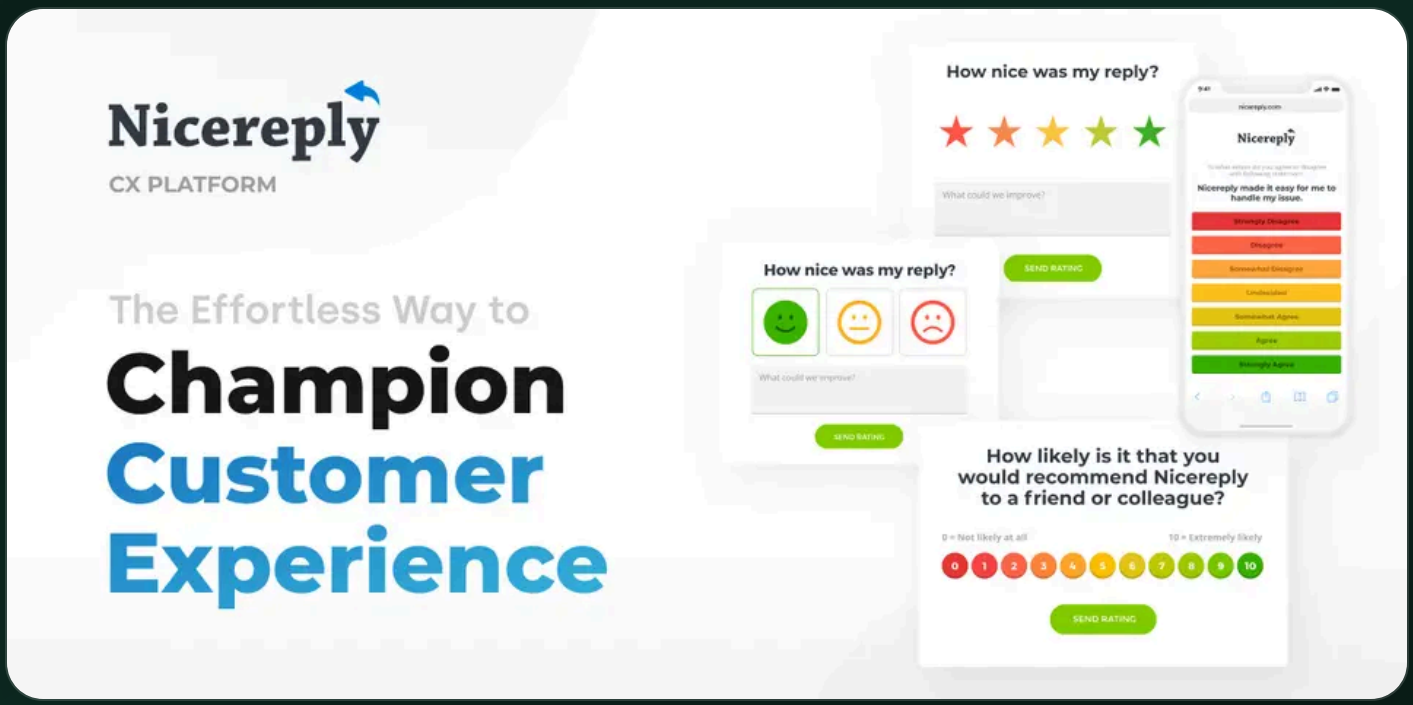
ToolGPA

NOVEMBER 2026

Nicereply

The Insider's Guide

CSAT, NPS and CES surveys built for support teams



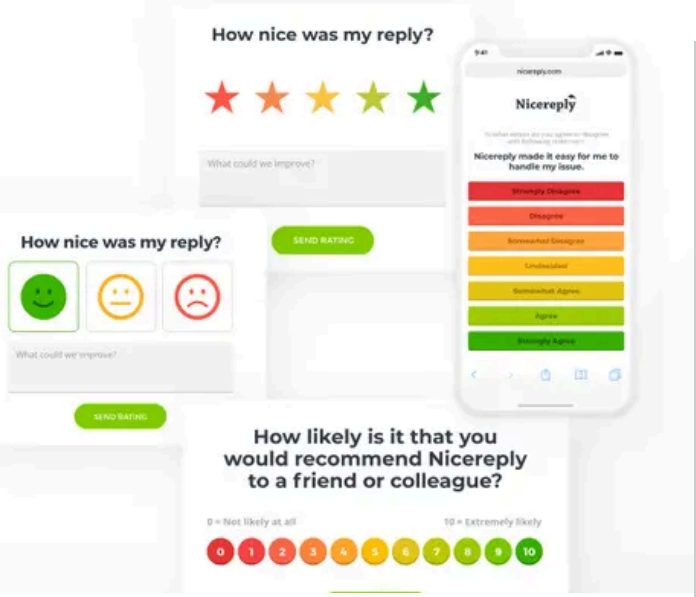
Every plan, grade, refund rule and rival among form and survey tools, read from Nicereply's own pages.

Made by Nicereply · checked Nov 13, 2026 · toolgpa.com

2.0
GPA

Nicereply
CX PLATFORM

The Effortless Way to
Champion Customer Experience



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Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from Nicereply's own pages, its app-store listings and our grades. Every fact in it is on Nicereply's page too, where it is kept up to date. Checked Nov 13, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

2.0

GPA, above 26 of the 148 other form and survey tools we grade

Nicereply sends CSAT, NPS and customer effort surveys after support conversations, through email signatures, post-resolution emails, links and website pop-ups. It plugs into help desks such as Zendesk and Front, and plans are set by monthly responses and user seats.

To get you started, here are **9 things to know about Nicereply**, taken from its own pages and our grades.

> "
>
> **You connect your help desk and set up survey triggers.**
>
> From our grade for ease of use

1 **Best for CSAT and NPS surveys after support chats**

Nicereply sends CSAT, NPS and effort surveys after support conversations and plugs into help desks like Zendesk and Front.

2 **Paid plans start at $59 a month**

As its pricing page puts it: $59 per month, billed annually ($79 billed monthly).

3 **You can try it first**

14-day free trial with all features, no credit card required.

4 **It runs on Web**

Web.

5 **CSAT, CES and NPS**

Customer satisfaction, effort and Net Promoter surveys, with smiley, thumbs, 5-star and 10-star rating styles.

6 **Ways to send surveys**

In-signature email surveys, post-resolution emails, link surveys and website pop-up surveys on every plan.

7 **Help desk integrations**

Connects with Zendesk, Front, LiveAgent, Freshdesk, Aircall, Pipedrive, Help Scout and Kustomer, plus Zapier and an API.

8 **A 2.0 GPA, above 26 of 148**

That is against the other form and survey tools we grade, on value, the free plan, features, ease of use and platforms.

9 **Keep it**

To replace Nicereply you would be making connections to other products, each kept working as those products change. That is not a weekend's work, with an AI app builder or without one.

Nicereply at a glance

PRICING
Free trial, from $59 per month, billed annually ($79 billed monthly)

FREE PLAN
No

FREE TRIAL
14-day free trial with all features, no credit card required.

RUNS ON
Web

MADE BY
Nicereply

CATEGORY
Forms & Surveys

OUR GRADE
2.0 GPA, fair

The report card

Best for CSAT and NPS surveys after support chats

Nicereply sends CSAT, NPS and effort surveys after support conversations and plugs into help desks like Zendesk and Front. There's no free plan, and the entry plan covers only 100 responses and 3 users a month.

TOOLGPA REPORT CARD

Nicereply

Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	D	Starter is $59 a month billed yearly for 3 users, so a team of five needs Essential at $119, which is the forms category's dearest-tenth start.
Free plan and trial	C	14-day free trial with all features, no card. No free plan after that.
Features	C	CSAT, CES and NPS, several ways to send surveys, analytics and custom design. It focuses on support feedback and does that job fully, a smaller job than a general survey tool.
Ease of use	C	No store rating on record. You connect your help desk and set up survey triggers.
Platforms and integrations	B	Web with Zendesk, Front, LiveAgent, Freshdesk, Aircall, Help Scout and Kustomer.

Grade point average — Fair, out of 4.0 **2.0**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

Who Nicereply is for

- ✓ Fits if your support team runs on Zendesk, Front or Help Scout
- ✓ Works for small support teams under 100 responses a month

Who it is not for

- ✕ Pricey if you grow, since responses and users are the only things that change and volume climbs tiers quickly
- ✕ Skip it if you want a free plan, because there isn't one
- ✕ Watch out: Starter is capped at 100 responses and 3 users a month
- ✕ Not for you if you want general survey building, as this is support-feedback only

Good to know

Good for

- ✓ Customer support teams measuring CSAT per agent
- ✓ Teams running Zendesk, Front or Help Scout who want surveys triggered from tickets
- ✓ Small teams that want a flat plan price instead of per-response billing

Worth knowing

- ⓘ There is no free plan; the entry price covers only 100 responses and 3 users a month.
- ⓘ Responses and users are the only things that change between plans, so volume pushes you up a tier quickly.
- ⓘ More seats, more responses or enterprise terms are quoted separately.
- ⓘ It focuses on support-conversation feedback rather than general-purpose survey building.

What it costs

Every plan, the free plan, ways to pay less and how prices have moved

$59
A month to start

Nicereply is a paid product with a free trial, starting at $59 per month, billed annually ($79 billed monthly).

STARTER

$59

per month, billed annually ($79 billed monthly)

100 responses a month and 3 users, with every survey type and integration.

ESSENTIAL

$119

per month, billed annually ($149 billed monthly)

250 responses a month and 10 users.

GROWTH

$239

per month, billed annually ($299 billed monthly)

1,000 responses a month and 25 users.

BUSINESS

$359

per month, billed annually ($449 billed monthly)

2,500 responses a month and 50 users.

Trying it first

14-day free trial with all features, no credit card required.

Read from nicereply.com on Nov 13, 2026.

Ways to pay less

ANNUAL DISCOUNT

20% off with annual billing

Nicereply's pricing page lists a 20% discount for annual billing and shows the yearly saving on each plan, for example $240 a year on Starter.

Stated on nicereply.com

What it does

Its main features, where it runs, what it works with and who makes it

1

Place it runs: Web

CSAT, NPS and CES surveys built for support teams. Here is what it does, as its own site describes it, and what it covers: public API, workflow automation, forms, surveys, reports.

> **CSAT, CES and NPS, several ways to send surveys, analytics and custom design.**

From our grade for features

CSAT, CES and NPS

Customer satisfaction, effort and Net Promoter surveys, with smiley, thumbs, 5-star and 10-star rating styles.

Ways to send surveys

In-signature email surveys, post-resolution emails, link surveys and website pop-up surveys on every plan.

Help desk integrations

Connects with Zendesk, Front, LiveAgent, Freshdesk, Aircall, Pipedrive, Help Scout and Kustomer, plus Zapier and an API.

Feedback analytics

Nicereply Feedback Analytics is included on every plan, and a separate Customer Happiness Benchmark tool compares CSAT, CES or NPS scores.

Custom survey design

Survey look and wording can be customized, and the number of active surveys is unlimited on all plans.

Where it runs

Web

What it works with

Zendesk
Front
LiveAgent
Freshdesk
Aircall
Pipedrive
Help Scout
Kustomer

Nicereply is made by Nicereply.

Where it stands

Its grades against its category, and whether to keep it or make your own

26/148

Other form and survey tools it is graded above

Nicereply's GPA of 2.0 is higher than 26 of the 148 other form and survey tools we grade, and level with 29.

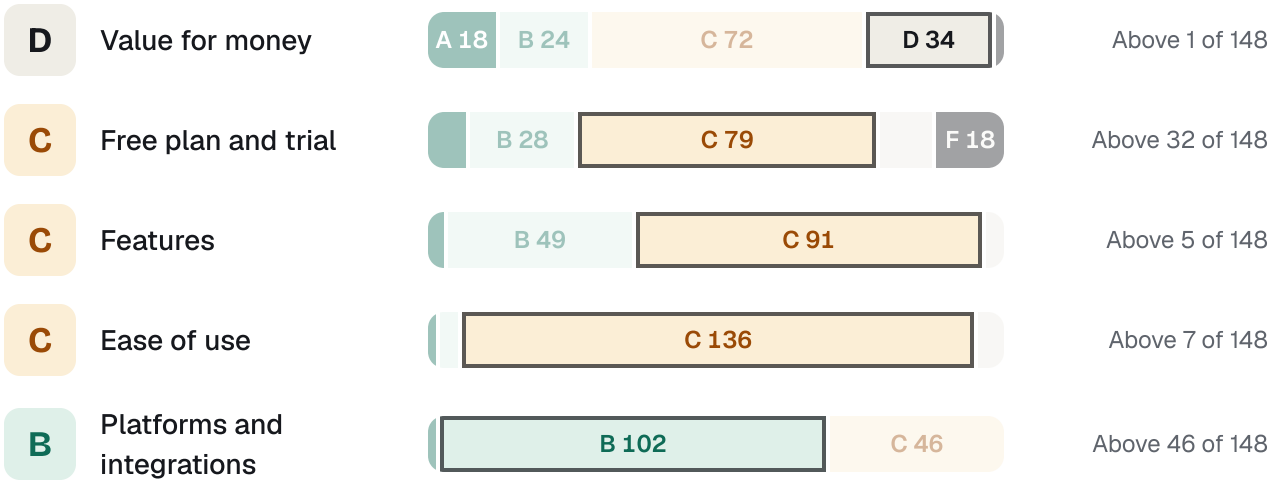
It stands best on platforms and integrations (B, above 46 of 148) and worst on value for money (D, above 1).

Its paid plans start at $59 a month, against a middle price of $20 for the category: 89 of the 114 others that charge start lower.

On features, ease of use and platforms it scores 2.3 out of 4. 33 tools score higher and cost less.

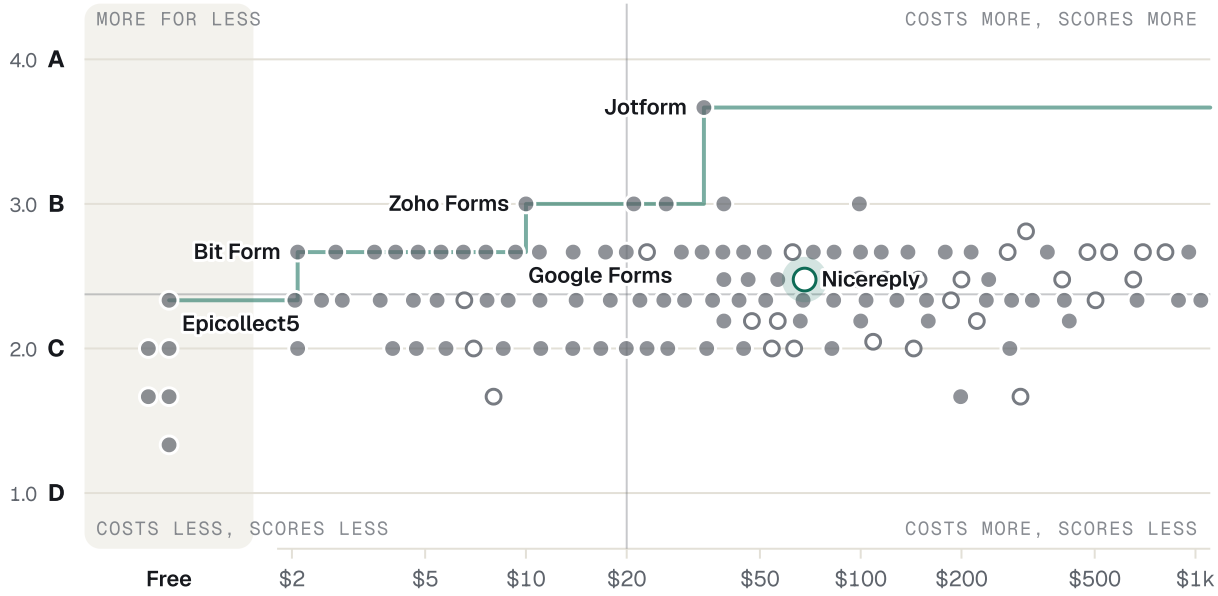
Each grade against the category

Every bar is all 149 form and survey tools we grade, cut by the letter each got. Nicereply's own letter is outlined.



Price against what you get

Each dot is one of 121 form and survey tools. Further left costs less; higher up scores better on features, ease of use and platforms. Nicereply is the marked dot.



What paid plans start at, a month (each step along is roughly double)

Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

Keep it

To replace Nicereply you would be making connections to other products, each kept working as those products change. That is not a weekend's work, with an AI app builder or without one.

That makes this kind of software worth paying for, not this one in particular: 93 of the 148 other form and survey tools grade higher. It costs $708 a year.

What you could make

- Surveys, forms and reports: an app builder makes these well.

What you could not

- Connections to other products, each kept working as those products change.

What this rests on. Nicereply's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

The alternatives



Survicate, Zonka Feedback, AskNicely, Retently and SurveySparrow

The tools it is most often weighed against, side by side

The 5 tools Nicereply is most often weighed against, with where each one differs from it.

Survicate

2.2 GPA

Free trial · from $56/mo

Customer feedback surveys for email, web and mobile apps.

- Nicereply also covers workflow automation and forms.
- Survicate also covers templates.

Nicereply and Survicate compared in full

Zonka Feedback

2.2 GPA

Free trial

Customer feedback surveys with AI analysis of what people say.

- Only Zonka Feedback lists iOS and Android apps.

Nicereply and Zonka Feedback compared in full

AskNicely

1.8 GPA

Paid

NPS and CSAT surveys with reviews and team coaching.

- Nicereply also covers workflow automation.
- AskNicely also covers review collection.

Nicereply and AskNicely compared in full

2.0
GPA

Retently

Free trial · from $99/mo

NPS, CSAT and CES survey software for ecommerce and B2B.

Nicereply and Retently compared in full

2.4
GPA

SurveySparrow

Free plan · from $19/mo

Chat-style survey and customer feedback platform with AI analysis.

- SurveySparrow has a free plan. Nicereply does not, though it has a free trial.
- Only SurveySparrow lists iOS and Android apps.
- SurveySparrow also covers templates.

Nicereply and SurveySparrow compared in full

PART 06 · QUESTIONS

Quick answers

The questions people ask about it, each answered in a line or two

14

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

Is Nicereply free?

No, Nicereply is a paid product, but you can try it first. 14-day free trial with all features, no credit card required.

How much does Nicereply cost?

Nicereply lists 4 plans. Starter: $59 per month, billed annually ($79 billed monthly).

What platforms does Nicereply work on?

Nicereply is available on Web.

Does Nicereply offer any discounts?

Nicereply publicly lists the following: 20% off with annual billing.

Does Nicereply have an Android app?

No Android app was listed when its pages were read on Nov 13, 2026. Nicereply is listed for Web.

Does Nicereply have an iPhone app?

No iPhone app was listed when its pages were read on Nov 13, 2026. Nicereply is listed for Web.

Is Nicereply open source?

Nicereply is not described as open source on its own site, as read on Nov 13, 2026.

Does Nicereply have an API?

Yes. Nicereply offers a public API, according to its own site.

What does Nicereply integrate with?

Nicereply's listing names Zendesk, Front, LiveAgent, Freshdesk, Aircall, Pipedrive, Help Scout and Kustomer.

Who makes Nicereply?

Nicereply is made by a company of the same name.

What are the alternatives to Nicereply?

The closest alternatives to Nicereply in our directory are Survicate, Zonka Feedback, AskNicely, Retently and SurveySparrow.

How does Nicereply compare with other form and survey tools?

Nicereply's GPA of 2.0 is higher than 26 of the 148 other form and survey tools we grade, and level with 29.

Is Nicereply good value for money?

ToolGPA grades Nicereply D for value for money. Its paid plans start at $59 a month, against a middle price of $20 for the category: 89 of the 114 others that charge start lower.

Could I make my own version of Nicereply?

To replace Nicereply you would be making connections to other products, each kept working as those products change.

Where this guide comes from

The prices, plans, platforms and features were read from Nicereply's own pages on Nov 13, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from Nicereply's own pages on 13 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by Nicereply. Prices change, so check nicereply.com before you buy.

nicereply.com/pricing

nicereply.com/terms-of-service

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

7,721

Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at **toolgpa.com**.

7,721	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

Nicereply, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/nicereply

How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

Scan for the live page

Prices and grades as they are today

Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

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ToolGPA, "Nicereply: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/nicereply
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Know someone choosing between form and survey tools?

Send them this guide:
toolgpa.com/tools/nicereply/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded form and survey tools after Nicereply, each with an Insider's Guide of its own.

Forms & Surveys Insider's Guide

Every one of the 149 form and survey tools we grade, compared

Formester Insider's Guide

Form builder with unlimited forms and responses on the free plan

3.2 GPA

Formgrid Insider's Guide

Form builder with unlimited forms and responses on the free plan

3.2 GPA

Google Forms Insider's Guide

Form, survey and quiz builder that comes with a Google Account

3.2 GPA

ToolGPA

Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what Nicereply's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Nicereply is a trademark of its owner, and this guide is not made, paid for or approved by Nicereply. Prices and plans change: check nicereply.com before you buy.